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PATRICIA YACOBI

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November 19, 2004

Public Utility Commission of KY
Ms. Beth O'Dennell, Executive Dir.
P. O. Box 615
Frankfort, KY 40602

FINANCIAL ANALYSIS

RE: Case No. 1999-00165

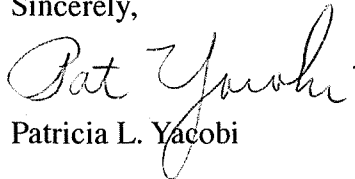
Dear Ms. O'Dennell:

I recently heard that the Customer Choice Program for natural gas might be discontinued. I have several comments I would like to make regarding this program.

I signed up with Interstate Gas Supply, Inc., late summer of 2003 hoping to realize a savings on my winter heating bills. Much to my surprise, I believe my bills were actually higher because of the surcharges Columbia Gas was allowed to tack on. I checked with both IGS and Columbia Gas and verified that this was indeed correct and legal. Columbia Gas was allowed to add a surcharge to my bill for several months to compensate for their losing me as a customer. I believe these surcharges ended in February 2004. I reread all the paperwork I signed when I agreed to make this change, and cannot find any disclosure of these surcharges. I feel that I did all my homework as a consumer, yet ended up making a poor decision because there was not full disclosure. Although unhappy, I stayed with IGS thinking I would save money the next winter.

Well, next winter is now approaching, and I hear that the Customer Choice Program might not be renewed. I personally would like to see the Customer Choice Program continue, but please don't allow Columbia Gas to collect these surcharges - it defeats the entire purpose of choice. I have lived in several states and for many years have participated in choice programs. This is the first experience I have had with surcharges. Thank you.

Sincerely,



Patricia L. Yacobi